Tier 1 Adviser Skills (940) Learning Outcomes

Module 1:
Identifying Client Needs and Objectives

Upon the successful completion of this module, you should be able to:

- Identify your client's expectations
- Use the communications process to establish a business relationship with your clients
- Solve problems and misunderstandings
- Manage the initial client contact
- Gather client data to help identify needs and objectives
- Use a data gathering tool

Module 2:
Analysing the Situation and Developing Solutions

On successful completion of this module, you should be able to:

- Distinguish between needs and objectives
- Identify common client needs to consider when developing a strategy
- Describe the importance of client assets and income in achieving financial goals
- Identify and address information gaps
- Develop appropriate strategies to meet client needs and goals
- Research appropriate products to support strategies

Module 3:
Presenting the SOA and Reaching Agreement

Upon the successful completion of this module, you should be able to:

- Outline the possible scope of financial advice
- Construct a statement of advice (SOA)
- Comply with ASIC's requirements regarding the SOA
- Present the SOA to your client
- Check that your client understands the SOA
- Negotiate the SOA with your client

Module 4:
Implementing the Solution and Providing Ongoing Service

On successful completion of this module, you should be able to:

- Describe the need for an action plan
- Obtain client sign-off
- Implement and monitor the SOA
- Negotiate and agree on ongoing service

WE BUILD FUTURES ONE SUCCESS STORY AT A TIME